

SOUTHWIND-WINDYKE, SOUTH CORDOVA, & ROCKY POINT DE-ANNEXATION TRANSITION OF SERVICES FREQUENTLY ASKED QUESTIONS

The purpose of this document is to answer general frequently asked questions (FAQs) regarding the transition of municipal government services from the City of Memphis to Shelby County for the Southwind-Windyke, South Cordova, and Rocky Point areas when de-annexed as of **January 1, 2021**. These FAQs are grouped by the following categories.

- ANIMAL SERVICES
- FIRE SERVICES
- MLGW SERVICES
- POLICE SERVICES
- SHELBY COUNTY ROAD & DRAINAGE MAINTENANCE
- TRASH COLLECTIONS
- MEMPHIS PARKS
- MEMPHIS PERMITS
- MEMPHIS & SHELBY COUNTY DIVISION OF PLANNING AND DEVELOPMENT
- MEMPHIS SECURITY ALARM PERMITS
- MEMPHIS TAX DEBT OBLIGATION

Unless otherwise directed by these FAQs, general questions about the transition of services to Shelby County should be directed to the Shelby County Mayor's Action Center at (901)222-2300. Questions about your Memphis tax bill should be directed to (901)522-1111.

ANIMAL SERVICES

1. Where do I call about animals in my neighborhood?

For issues related to domestic animals, call Shelby County Health Department Rabies Control at (901)222-9715.

For issues related to livestock animals, call the Shelby County Sheriff's Department at (901)545-5900.

2. Who should I call about dead animal pick up?

For issues related to dead animal pick up, call Shelby County Roads, Bridges & Engineering Department at (901)222-7705.

FIRE SERVICES

3. Where should I call for emergencies?
911. As a friendly reminder, if you accidentally dial 911, please don't hang up. Calmly tell the dispatcher it was an error.
4. Where should I call for non-emergencies?
(901)222-8000
5. Will I be charged the Shelby County Fire Fee?
Yes. It will be located on your MLGW bill once you are de-annexed as of January 1, 2021. Contact (901)222-8020 for questions about the Shelby County fire fee. Fire rates vary by size and type of premises and may be found at https://firedepartment.shelbycountyttn.gov/Fire_Fee_Schedule.
6. Will the Memphis Fire Department still respond to my house?
Not automatically. The Shelby County Fire Department will have to make a request for MFD to respond.

MEMPHIS, LIGHT, GAS & WATER (MLGW) FEES AND SERVICES

7. Will my light, gas and water services continue through MLGW?
Yes. You will continue with the services you currently receive with MLGW.
8. Will there be changes to my MLGW bill?
Yes. As of January 1, 2021, you will no longer be charged a City of Memphis Solid Waste Fee or Storm Water Fee. You will be charged a Shelby County Fire Protection Fee once de-annexed. (See question 5 above). Contact MLGW at (901) 544-6549 with billing questions.

SHELBY COUNTY ROAD AND DRAINAGE MAINTENANCE

1. Who should I call regarding issues with sewers?
For issues related to sanitary sewer, call City of Memphis Sewer Maintenance at (901)222-9715.

For issues related to storm water sewer, call the Shelby County Roads, Bridges & Engineering Department at (901)222-7705.
2. Who should I call regarding road repairs, potholes, or traffic signs/signals?
For all issues related to roadways, call the Shelby County Roads, Bridges & Engineering Department at (901)222-7705.

POLICE SERVICES

3. Where should I call for emergencies?
911. As a friendly reminder, if you accidentally dial 911, please don't hang up. Calmly tell the dispatcher it was an error.
4. Where should I call for non-emergencies?
Residents are encouraged to call 901-379-7625 for non-emergencies 24 hours a day, 7 days of the week. Dispatchers are available during this time. Please dial 9-1-1 for any life-threatening emergency.
5. How can a neighborhood watch program be started in our neighborhood?
The Shelby County Sheriff's Office supports citizens engagement in their communities through our neighborhood watch program. To learn more about the program or how to start a program in your neighborhood, please call our Crime Prevention unit at 901-222-5843.
6. Where is the Sheriff's sub-station located?
The Shelby County Sheriff's Office sub-station is located at 11670 Memphis-Arlington Road in Arlington, Tennessee. There are several divisions, such as uniform patrol division, traffic division, and driving under the influence (D.U.I.) division, of the Sheriff's Office located at the sub-station. You can reach the sub-station by calling 901-222-5800.
7. Who is the Shelby County Sheriff?
The Sheriff of Shelby County is Floyd Bonner, Jr. The Sheriff's Office is located at 201 Poplar Ave., 9th floor. To phone the Sheriff's Office, please call 901-222-5500.

For more information about the Shelby County Sheriff's Office, visit our website at www.shelby-sheriff.org or download our free Shelby County Sheriff's Office app on any mobile device.

TRASH COLLECTIONS

8. When will City of Memphis trash collections end?
Your City of Memphis trash collections will end on your regular collection day at end of 2020 as follows. This will be your final regular collection day.

Friday Service	December 26, 2020 (Collected Saturday)
Monday Service	December 28, 2020
Tuesday Service	December 29, 2020
Wednesday Service	December 30, 2020
Thursday Service	December 31, 2020

9. When will my City of Memphis carts be collected?

Your cart will be collected on your final regular collection day on the schedule listed in question 14 above.

10. Does Shelby County provide solid waste collections?

Shelby County does not provide solid waste collections. Residents will be responsible to contracting those services. While Shelby County cannot make recommendations, there are several waste collection contractors available.

MEMPHIS PARKS

11. Will residents from de-annexed areas have access to City of Memphis parks properties or golf courses?

Parks and golf courses are open to the public; non-residents may use them but may be charged at a different rate than Memphis residents.

MEMPHIS PERMITS

12. What types of permits are issued by Memphis Permits Office?

The Permits Office processes applications and collects payments of fees and taxes for the following permits and licenses as required by City Ordinance:

- **Wrecker and Towing companies and their drivers**
- **On & Off premises beer sales;**
- **Special Beer sales;**
- **Liquor By the Ounce, (LBO);**
- **Dance (compensated and regular);**
- **Special Events, (public assemblies, parades, and street closures);**
- **Adult Oriented Businesses and their employees;**
- **Scrap Metal & Junk Dealers and their employees; and**
- **Scrap Tire Dealers and Haulers**

13. Will I need to maintain my City of Memphis permit after December 31, 2020?

No. All permits will expire as of January 1, 2021.

14. What should I do with my City of Memphis permit after December 31, 2020?
After December 31, 2020, employees from the Permits Office will retrieve your permit from your business or you may mail it to the following address.

**Permits Office
2714 Union Avenue Extended, Suite 100
Memphis, TN 38112**

15. Where should I call or email with questions about my permit(s)?

Tele 901-636-6711

Email permits@memphistn.gov

MEMPHIS & SHELBY COUNTY DIVISION OF PLANNING & DEVELOPMENT
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16. How will the zoning entitlement process change when my property is de-annexed?

The Memphis and Shelby County Unified Development Code (UDC) still applies. Applicants would continue to work through the Memphis and Shelby County Office of Planning and Development (OPD). However, if your application requires legislative approval, it would go to the Shelby County Board of Commissioners, rather than the Memphis City Council. Beginning January 1, 2021, all applicants for zoning entitlements in the Rocky Point, Southwind-Windyke, and South Cordova de-annexation areas will be heard by the Shelby County Board of Commissioners.

17. Where can I obtain a building permit for my property once de-annexed?

The Memphis and Shelby County Office of Construction Code Enforcement for building permits.

MEMPHIS SECURITY ALARM PERMIT

18. Will I be required to maintain a permit for my security alarm system after December 31, 2019?

No. All permits will expire as of January 1, 2021. However, you will receive a bill this month from the City of Memphis Metro Alarm Office for 2019 active alarm service.

Helpful Tip

If you have an active alarm system, please request your service provider to call 901-379-7625 after December 31, 2020 to dispatch police and fire services.

19. Where should I call with questions about my active security alarm?

Metro Alarm Office

125 N. Main, Suite 1 B20

Memphis, TN 38103

(901) 636-6380

MEMPHIS TAX DEBT OBLIGATION

20. Are de-annexed Personal Property business accounts included in the five-year repayment plan along with Real Estate parcels?

The de-annexation obligation tax applies to real estate only. Personal property business accounts are not included.

21. What if I sell my property or relocate my business prior to the conclusion of the de-annexation tax payments? Am I still obligated to pay City of Memphis taxes?

The de-annexation tax is a tax on the property. If the property is sold, then the tax follows the property and becomes the responsibility of the new owner.

22. Are taxpayers paying a penalty for no longer residing in Memphis city limits?

The de-annexation tax is not a penalty. It is a repayment of debt incurred when the property was a part of the city of Memphis. The de-annexation ordinance allows the municipality to “continue to levy and collect taxes on property in the excluded territory to pay the excluded territory’s proportion of any debt contracted prior to the exclusion.” T.C.A. §6-51-204(a).